

I'm not sure if this is the right department but here goes anyway. I have a problem with Verizon, and apparently so do a lot of other consumers that I've spoken to recently, so I thought I'd start with you for the first complaint. If you can't help us perhaps you can direct us in the right direction.

I've had Verizon for many, many years. Back in August 2010 I thought I should downsize my services to try to save a few bucks. When I spoke to their customer service rep she was polite and sweet, and guided me to another kind of service other than FIOS. I agreed and was adamant about it being cheaper. She assured me it was. It wasn't. As a matter of fact I received a bill for \$500 + dollars. This was for basic cable, a home line with no frills, and no internet.

I called right away. The customer service person told me that the bill was so high because of the service the previous customer rep gave me was all wrong, and she shouldn't have done it that way, but they understood why she did it and they tried to explain it to me. Yet after 2+ hours on the phone I didn't care why she did what she did. I just wanted my old service back.

They explained that I had already lost my phone number (which I've had for 30+ years), and that they wouldn't be able to give it back to me for 30 days, but they would give me a temporary number in the meantime. While they were trying to figure everything out I sent \$200.00 in, assuming this would cover something that was due. I wasn't about to send them \$500 and wait for credits to be issued as they suggested. I figured that the \$200 plus credits that would come through on my next bill would keep me in good standing. Boy was I wrong.

Apparently switching to HD digital (we don't own any HD TVs by the way) back to FIOS is where the confusion started. I received my next bill and it was still in the \$500 range. I called immediately and they said they did indeed had my \$200 payment but it didn't post to the new FIOS account, and when they checked they said it didn't post to the HD account either. They didn't know where it went, but they definitely had it. I also checked with my bank and it was in fact cashed.

Verizon told me they would put somekind of search on it and find out where it posted. I sent another \$200 in thinking this would cover something especially since they advertised \$109 as the offer for triple play (Phone, Internet, Cable).

I waited for my next bill. It came and was once again \$500 +. You can imagine my frustration when all I watch is the News and Seinfeld and a few LifeTime movies.

Mind you, I'm spending hours upon hours on the phone with Verizon during this entire ordeal. All the time being told that a search was on the August \$200 payment. So I wait.

I get my next bill, and once again it's in the \$500/\$600 range. I call again. Though this time I don't get

a nice Customer Rep, I get a miserable one who was disrespectful and arrogant from the start. I explained my situation once again, but he didn't want to hear it. He said I had to pay the \$600 + that was due or they were going to shut off all our services. I explained that I was a foster mom and needed the landline for the children. I explained about the payments I had sent in but he said he didn't see them and that was that. I must pay the \$600. I became angry and told him to just cancel all our services, and I hung up. I calmed down minutes later and got all my paperwork together. I called back and got the same customer rep. I apologized for getting angry, but that I had all my paperwork in front of me, and that he wouldn't see any of the payments because they posted to the wrong account. He was arrogant and said there was nothing he could do to help me because the account was closed. "You've got to be kidding", I said.

Frustrated I hung up and decided to call in the morning. I called back the next day and I did get a Rep that for the first time actually explained to me what had happened. It started to make sense and I agreed that I must owe them some money, about \$400? I told Verizon that I would send them \$300 immediately and perhaps they could give me a payment plan for the remainder. The rep explained that there was nothing he could do since the account had been closed the night before. Not only couldnt I get my services turned back on, but I needed to return all the equipment as well.

Still frustrated I called Direct TV for Cable, and Clear for our Internet. We still don't have a much needed land line.

I had to turn the Verizon Bill over to a debt consolidation group so they could arrange a payment plan for me. They want \$842. I wanted none of this, but just because I called to downsize and got a rep that didn't know how to handle it I got screwed.

Sorry, but I can't think of another word to describe it, can you?

I then returned all the equipment (in perfect condition I might add). To add insult to injury Verizon is charging me \$242 on top of \$600 for early termination. They are also saying that I sent something back to them and it was damaged. They're charging me for that too. They have all the power it seems. It's only my word against theirs that the equipment wasn't damaged. I know I didn't damage any equipment, and I never wanted to cancel my services. I had called back within minutes after I said that, and I got the same rep, so obviously he just wanted to "stick it to me" for reasons I'll never know.

Well, that's my story. After sharing this story with a few neighbors they started to tell me that they cancelled Verizon too.

Mostly for outrageous bills, and customer service arguments.

Anyway, I don't know if you can help me with this, but I'd really appreciate a response or something.

Frustrated in Havertown,

Dorothy Gerstenfeld

dgerstenfeld@hotmail.com

267-226-9545 (AT&T)

Verizon Acct# 7990008860 006081 04

My other account # 601-446-7328

Good Luck